NDE Data Request Process

1

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End-User Initiates a Data Request



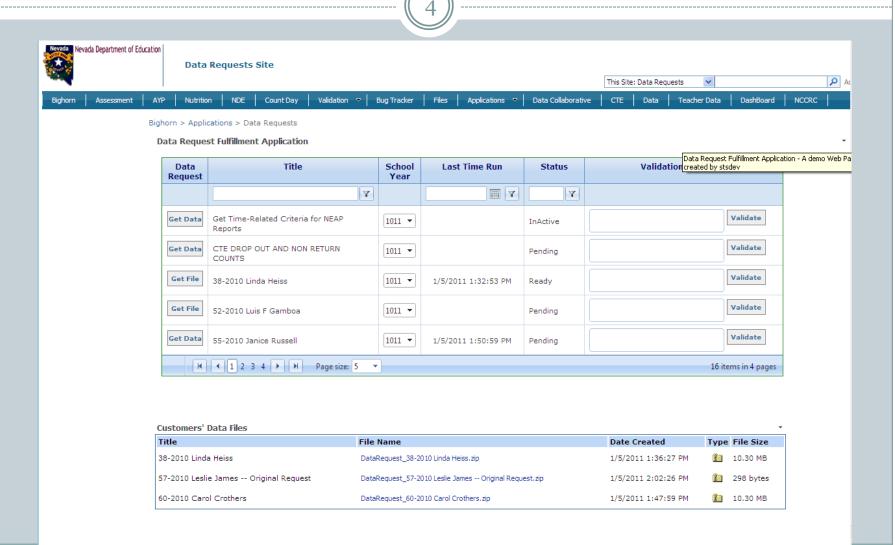
- End-User identifies a need for Student Data
- End-User contacts NDE's Data Request (DR) Manager in APAC
- NDE's Data Request Manager discusses the End-User's data needs
- The End-User downloads and completes a <u>Data Request</u> Form
- The End-User submits the completed <u>Data Request Form</u> to the Data Request Manager

Data Request Manager Records DR

3

- The Data Request Manager determines whether existing/alternate data sources can fulfill the Data Request
- If the Data Request can be fulfilled with existing/alternate data sources
 - The Data Request Manager logs the Data Request in the Data Request Application
 - The Data Request Manager uploads the data source(s) into the Data Request Application's Customer Data Files on-line folder
- If the Data Request requires a new data source or file, the Data Request Manager enters the Data Request into the Bighorn
 - Creates a new Data Request Task in the Data Request Application
 - Sets the Priority and Date Due
 - Assigns it to the IT Director

Data Request Application



Data Source Task Initiation



- IT Staff provides a work estimate and plan to IT Director
- IT Director evaluates the Data Request and work estimate
- IT Director decides whether to approve the development of a new data source to fulfill the Data Request
- If approved
 - o IT Director generates a PMO Data Source Task and assigns it to an IT staff member to develop the data source
 - PMO notifies the IT staff member of the Data Source Task
- If **not** approved
 - IT Director closes the Data Request
 - Notifies the Data Request Manager who notifies the End-User

Data Request Administration

- 6
- Data Request Manager determines whether the End-User possesses an appropriate Bighorn account.
 - o If yes, the Data Request Manager verifies the End-User's account is assigned roles and permissions to access the Data Request Application
 - o If no, the Data Request Manager requests the End-User's account be assigned roles and permissions to access the Data Request Application
- Data Request Manager enters administrative and control information into the Data Request Application
- Data Request Application generates work progress and task timeliness notifications periodically

Data Source Development



- IT Staff member develops the new Data Source or file
- IT Staff member enters the Data Source or file name into the Data Request Application
- PMO notifies the Data Request Manager that the Data Request fulfillment is ready
- The Data Request Manager executes the Data Request and verifies the fulfillment file
 - o If **not** correct, the Data Request Manager coordinates remedial action
 - o If correct, the Data Request Manager notifies the End-User

Data Request Fulfillment



- Data Request Manager notifies the End-User that the Data Request may be fulfilled
- End-User logs into Bighorn and navigates to the Data Request Fulfillment Application
 - o If a new data source was created a "Get Data" button will be displayed
 - o If an existing/alternate data source was uploaded a "Get File" button will be displayed
- End-User clicks on the "Get Data" or "Get File" button displayed in the Data Request Application
- Data Request Application creates/identifies the fulfillment data file
- End-user downloads his/her fulfillment data file from the Data Request Application's Customer Data Files on-line folder
 - End-User clicks on the file name's hyperlink
 - End-User follows the industry-standard file download dialog/process

Data Request Control and Closeout



- Data Request Manager asks End-User for feedback
- End-User validates the fulfillment data file and enters note about it in the Validation Comment Box in the Data Request Application
- When End-User is satisfied, Data Request Manager closes the Data Data Request